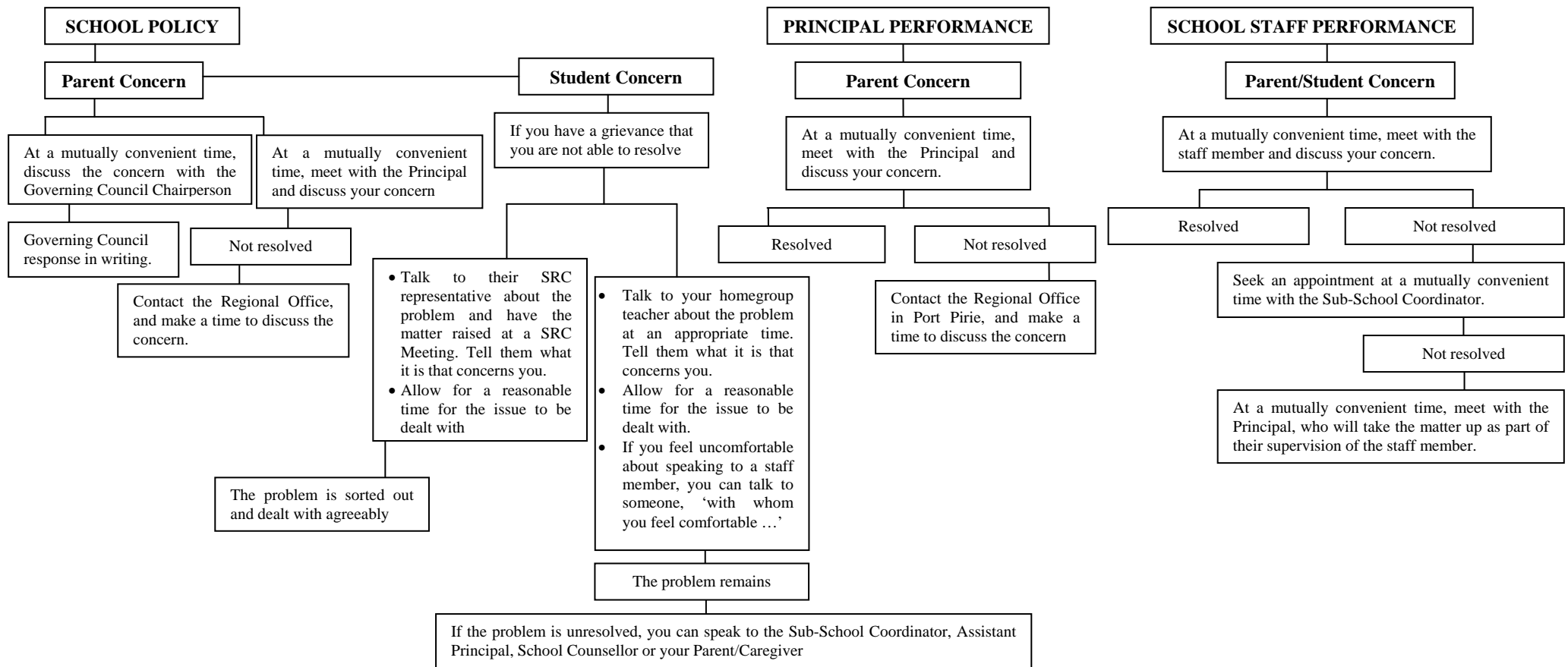


JAMESTOWN COMMUNITY SCHOOL

Due for Review in 2014

PARENT COMPLAINT POLICY

- Good relationships between the school and its community gives children a greater chance of success and provides a platform for more effective parent participation.
- It is only natural that from time to time, people will have concerns about what happens at school. When this happens, we need to know the correct way to satisfactorily have our concerns heard and acted upon.
- Your concerns may relate to either staff performance (in the classroom or in the yard) or school policy (eg sports day, uniforms).
- Under DECS guidelines parent and student issues pertaining to staff or the resolution of any grievance / issue may be achieved through the following process:



At Jamestown Community School we believe our School Values underpin our actions.
 Our values of Excellence and Integrity impose a requirement of learning rigor that is planned and implemented by staff and effectively responded to by students.
 Our value of Respect requires all members of our School Community to respond positively to each other no matter what the circumstances.
 Our values of Honesty and Loyalty will be reflected in the acknowledgement that we; students, parents and school staff are all members of our learning community.

